



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

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Wednesday, May 2, 2018

2:00 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chair Blackmon called the meeting to order 3:01 p.m.

2. ROLL CALL

Present: 4 - Mary Blackmon, Jane Garcia, Jonathan Kinloch and John Henry Davis

3. APPROVAL OF AGENDA

Chair Blackmon requested approval of the agenda.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that the agenda be approved. The motion carried unanimously.

4. APPROVAL OF MINUTES

Chair Blackmon requested approval of the minutes of April 4, 2018.

A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner John Henry Davis that the minutes be approved. The motion carried by a unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. Customer Service Update

Dr. Marc Antonie Cooper, Chief Customer Service Officer reported that Kimberly Crowell, Customer Service Manager at the Eastside Customer Care Center had completed certification for the Lean Six Sigma Green Belt. The Lean Six Sigma is a process improvement methodology looking for defects and waste processes. Ms. Crowell has been working on process improvements at the eastside location.

B. Drainage Update

Tiffany Jones, Public Affairs Manager reported that the department's marketing campaign began on April 23. The messaging is about seeking help with your water bill and how to keep water flowing. There are advertisements on seventeen buses with posters and billboards at seven locations around the city. The radio stations are advertising thirty, fifteen, and ten second spots. There will be print ads in the Michigan Chronicle and Native Detroit. Ms. Jones also announced that the drainage charge mailer will rollout the week of May 14.

[18-0118](#)

Water Drainage Mailer

Sponsors: Jones

Attachments: [Water Drainage Mailer FINAL 5.10.18](#)

C. [18-0108](#)

Toilet Replacement Program

Sponsors: Jones and Peckinpaugh

Attachments: [Toilet Program Video](#)

This Communication or Report was received and filed.

D. Customer Service Planning Calendar (17-0127)

The prior two-year agendas will be provided to committee as a guide for establishing their yearly planning calendar.

E. [18-0095](#)

The Detroit Board of Water Commissioners (Board) **approves the Establishing New Service Administrative Policy and authorizes the Director and General Counsel to take such other action as may be necessary to accomplish the intent of this vote.**

Sponsors: Pospiech

Attachments: [Policy and Procedure for Establishing New Service - FINAL VERSION](#)

The item was deferred until the next meeting.

9. OTHER MATTERS

Chairman Einheuser recommended rotating the committee sequence based on agenda workload. The chair also asked the board to review the committee assignments for any updates and/or revisions.

10. NEXT MEETING

June 6, 2018

11. ADJOURNMENT

Chair Blackmon requested a motion to adjourn.

A motion was made by Commissioner John Henry Davis, seconded by Commissioner Jonathan Kinloch that this meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 3:31 p.m.